

Frequently Asked Questions - Motor Pool Closures

We are receiving an array of questions from customers relating to the closure of the Eugene and Portland Motor Pools. We will be updating this information as we receive additional questions.

Question #1: Will we continue to obtain tire services through Les Schwab?

Answer #1: Yes, there is a statewide contract in place for tires. Please contact the DAS Fleet Field Service Coordinators at 1-800-378-0077 prior to obtaining any service.

Question #2: For oil changes are they going to establish a list of approved vendors or do we?

Answer #2: Please contact the DAS Fleet Field Service Coordinators prior to obtaining automotive services. We will be screening local vendors in both Eugene and Portland in close proximity to the state office buildings. If you are aware of reputable shops near your office, please contact our Fleet Field Service Coordinators at 1-800-378-0077. The DAS Field Service Coordinators will issue purchase orders for appropriate repairs and maintenance of DAS vehicles.

Question #3: Will DAS still notify us when services and oil changes are due?

Answer #3: Yes, DAS Fleet utilizes a computer application that generates email notifications when vehicle services are due. This will continue after the motor pools close. Please keep your email address up to date with DAS Fleet to insure delivery of notices.

Question #4: When there are mechanical or electrical problems that need diagnosed and then repaired how do we want to do that? Do we use dealerships, approved vendors or price agreements or is it our call?

Answer #4: DAS Fleet has a vendor database available to the DAS Fleet Field Service Coordinators that contain many statewide vendors. If at all possible, please contact the Field Service coordinators prior to making appointments with automotive repair shops for service. Some vehicles are under warranty and require work to be done by Dealerships while other work may be done at a local repair facility close to the state agency location. Our Field Service staff may be able to locate a shop in close proximity to your work location on your behalf.

Question #5: When there are accidents who do we deal with for towing and repairs?

Answer #5: Please contact the DAS Fleet Field Service Coordinators at 1-800-378-0077 for assistance. They will contact a tow company on your behalf and make arrangements for vehicle repair.

Question #6: Once work has been done to the vehicle, who is going to do the after repair quality control check?

Answer #6: If a vehicle has been repaired at a reputable repair facility, it should not be necessary to do a quality control inspection. If for some reason the work has not been done to your satisfaction, please contact the DAS Fleet Field Service Coordinators at 1-800-378-0077 and they will work with you and the vendor to complete the work required.

Question #7: If a worker left the lights on we could call the motor pool and they would come out and jump the car for us, who do we call now?

Answer #7: If you have any type of vehicle maintenance or repair issue, please contact the DAS Fleet Field Service Coordinators at 1-800-378-0077.

Question #8: DEQ inspections, we use to take the vehicles to the Motor Pool to have our inspections done. Will we be taking them to DEQ now and what is the procedure and payment process for that?

Answer #8: Each month the Motor Pool generates reports of the vehicles due for DEQ inspections. This will continue after the motor pools have closed. DAS Fleet will be sending out notices and coupons to obtain DEQ inspections directly from DEQ inspection stations. The coupons are prepaid by DAS Fleet so the customer need only make an appointment with DEQ to have their inspections completed.

Question #9: Day trip or special use vehicles like a pickup or truck for a hauling job?

Answer #9: Currently there is not a contract with Enterprise Rent-A-Truck or another rental company for this type of task. It is within the rights of each agency to rent a truck for hauling items through any rental agency. We understand that it is possible for an agency to use their "SPOTS" card to rent a truck for one-time hauling purposes or you may contract with them through a purchase order process.

Question #10: Do we pay for things that the motor pool use to do?

Answer #10: DAS Fleet provides a variety of vehicle related services to state agencies. As part of the billing process, Fleet invoices the agencies for all services provided. Now that DAS Fleet will not have motor pools located in Eugene and Portland, the agency drivers will be working with the DAS Fleet Field Service Coordinators to obtain vehicle repairs. DAS Fleet will bill for all work processed through DAS Fleet Field Service Coordinators. If an agency rents vehicles from Enterprise Rent-A-Car, they will be billed directly from Enterprise for the vehicle rental. Any fuel costs for a trip will be reimbursed to agency drivers directly from the agency renting the vehicles. DAS Fleet is working on alternatives for managing fuel costs through the use of state credit cards. At this time SPOTS cards **can not** be used for fueling vehicles.

Question #11: Will our budgets be adjusted to compensate us for the additional costs?

Answer #11: At this time the DAS Budget has not been finalized by the Legislature. It is still undecided, DAS Fiscal, Budget and Management and the Legislative Fiscal Office are all working to decide upon the new Fleet Rates. We anticipate that the DAS Budget will pass out of committee within the next week and updated rates will be posted on the DAS Fleet Web site

reflecting reductions in the DAS Fleet Budget. Agency budgets will be reduced to reflect the reduction in billed rates to the agencies.

Question #12: Will all Natural Gas cars have to be swapped out on a one for one basis.

Answer #12: DAS Fleet will be swapping out all Natural Gas vehicles in the Eugene area. The Portland Motor Pool fueling station will remain open at least through the end of September. If an alternative Natural Gas fueling site can not be identified prior to the station closure, the vehicles will be replaced with standard fuel vehicles.

Question #13: We will need additional vehicles for a couple of reasons that were not part of the earlier forecast. Since I doubt that dealerships or other vendors will be providing us cars when we have cars in for repair we will need additional cars. With the motor pool not available for day trippers we will need cars to compensate for that or we will be charging at Enterprise. Do they take the Voyager card? Since we are the "state" I am betting that our cars no matter where we take them will not be a priority for the vendor, meaning our cars will be in the shop longer. Lastly, since they are going to move the turn in mileage from 105,000 miles to 130,000 miles that means we will be keeping cars almost 25% longer, and we all know the higher mileage cars have more maintenance issues, more down time etc.... meaning less time available and a higher cost to us.

Answer #13: It will be possible for the agencies to rent vehicles from Enterprise Rent-A-Car when vehicles are in a repair facility. There is a statewide contract with Enterprise Rent-A-Car. It is very important for large agencies to manage their vehicle assets wisely, sharing vehicles when necessary to cover this type of situation.

Clarification of Vehicle Replacement Criteria

Next biennium Fleet will experience a significant reduction in capital outlay. In turn this may reduce our ability to provide vehicles in a timely manner. To assist in reducing this impact we changed our vehicle replacement. The existing criteria is 110,000 or 8 years, however, we typically run vehicles to approximately 120,000 miles and exceed the 8 years. Effective immediately this will move to:

- o 100,000 miles for law enforcement/emergency vehicles (No Change).
- o 130,000 miles (regardless of age) for standard gasoline powered vehicles.
- o 175,000 miles (regardless of age) for gas/electric or natural gas powered vehicles.

Question #14: Are there restrictions on having non-state employees in the Enterprise rentals, similar to the restrictions we have when using state cars?

Answer #14: You should follow all state rules and policies when using Enterprise vehicles as if they were state-owned vehicles.

http://arcweb.sos.state.or.us/rules/OARS_100/OAR_125/125_155.html

The following is taken directly from the Oregon Administrative Rules 125-155-0000.

11) "Private vehicle" means a motor vehicle that is owned, rented, borrowed, leased, or otherwise lawfully in the possession and control of any private person or any entity other than

the state. A commercial rental vehicle is a private vehicle if it is rented or used for a mix of private and state uses. Private vehicles, while in use for state business, are treated as state vehicles in these rules unless the context clearly requires otherwise. While any motor vehicle is being used to transport family or for any other personal purpose, it is not on state business. An independent contractor's vehicle being used for contract services is on the contractor's business, not on state business. "Private off-road vehicle" means a private motor vehicle that is unlicensed or not designed for use on public roads. It includes unenclosed vehicles designed for just one or two riders, all-terrain recreational vehicles, two or three wheeled vehicles.

Question #15: How do we pay for Enterprise rentals? Will there be an invoicing system or will employees be required to pay for the service and be reimbursed through TRIPS? I've been informed that we cannot use SPOTS cards for this purpose.

Answer #15: To setup an account for your agency with Enterprise you need to contact Dave Leese at (541) 210-1008. Please see the additional information relating to the Enterprise Rent-A-Car contract posted on our Web site.

<http://www.oregon.gov/DAS/SSD/FLEET/triptools.shtml>. If you contact Dave he can provide you with specific information relating to billing/invoicing your agency.

It is anticipated that each agency must reimburse their agency drivers for fuel expenses but DAS is working on other options. DAS Fleet is working to identify other fueling alternatives and will be publishing updates regularly to the Fleet web site:

<http://www.oregon.gov/DAS/SSD/FLEET/index.shtml>

Question #16: Also, I have discovered that we can reserve Enterprise cars through Azumano (though it is only a reservation - they don't take care of billing), and that we cannot have cars delivered from Enterprise to our location because there is an extra charge. We will have to ferry employees to Enterprise to pick up their car.

Answer #16: We have received additional information regarding Enterprise Rent-A-Car that may answer your concerns relating to reservations and pickup/delivery of rental vehicles. Please see the attached hyperlink.

http://www.oregon.gov/DAS/SSD/FLEET/docs/erac_reserve.pdf